ABSTRACT

A method, system and apparatus for processing string input for a field in a voice enabled application executing within an IVR system. The method can include identifying a sub-string pattern of characters within acceptable input for the field which is known to enjoy a high likelihood of recognition, and prompting an interacting user for string input limited to the sub-string pattern. Received sub-string input conforming to the sub-string pattern can be matched with data which conforms to the acceptable input to locate the string input for the field. Consequently, the field can be completed with the matched data.